

Date: January 13, 2009

Alert Number: 0054

To: Partners, Providers, and Managed Care Organizations

Re: Additional Enrollment Verification Enhancements to the ForwardHealth Portal

In response to feedback from ForwardHealth Portal users, additional enhancements have been made to ForwardHealth Portal enrollment verification functions. The enhancements, which are effective immediately, include the following additional information about the member's enrollment:

- Member address.
- Enrollment verification for future dates.
- Managed care organization (MCO) telephone numbers.
- Medicare identification number.

Member Address

The member's address displays with enrollment verification results.

Enrollment Verification for Future Dates

Portal enrollment verification now allows users to request enrollment information for dates of service up to 12 months in the future. Providers and other Portal users are cautioned that a member's enrollment can change monthly so enrollment information for future dates should always be verified again during the month in which services will actually be rendered. The enrollment verification tracking number provided with the response is **only** valid for the current month's enrollment information.

Managed Care Organization Telephone Numbers

For members enrolled in an MCO, the MCO's telephone number displays with enrollment verification results.

Medicare Identification Number

For members enrolled in Medicare, the member's Medicare identification number displays with the enrollment verification results.

Informational

More Information

Other Portal enrollment verification enhancements are listed in the December 2008 Alert 0044, titled “Enrollment Verification Enhancements to the ForwardHealth Portal,” available at *www.forwardhealth.wi.gov/WIPortal/Content/pdf/alerts/0044alert.pdf.spage*.

Informational